Kentucky ER *SMART*
Emergency Room Super Utilization Initiative

Implementation Guide: Developing a Community of Care Network

Purpose: The Community of Care Network, once developed, can facilitate the diverse needs of providers within that network. This network will not only support the Kentucky ER SMART initiative but also facilitate transitions of care, not only for care coordination objectives (i.e. reduce hospital readmissions) but also assist in meeting meaningful use requirements. The purpose of this guide is to provide the community of care network an overall understanding of the ER initiative, as well as providing a specific process toward developing, organizing, and convening a community of care network, from the perspective of the utilization of the Kentucky Health Information Exchange (KHIE).

BACKGROUND:

The purpose of Kentucky ER *SMART*: **S**upportive **M**ultidisciplinary **A**lternatives and **R**esponsible **T**reatment is to identify Emergency Department (ED) Medicaid super-utilizer patients (>10 ED visits in one year) and decrease the number of both ED visits and Medicaid costs while improving overall health outcomes. In 2012 one percent of the Medicaid ED super-users consumed 10 percent of the budget ($22,036,604).

CLINICAL and OPERATIONAL GOALS:

Goal 1:   Reduce Inappropriate ER Use

Goal 2:   Develop Continuous and Impactful Messaging

Goal 3:   Improve Patient Health

Goal 4:   Improve Health Care Systems

Goal 5:   Ensure Effective Flow and Availability of Data and Information

Goal 6:   Develop a Functional and Sustainable Model for the Future

The Kentucky Health Information Exchange (KHIE) is participating in this initiative by deploying technology and tools to develop a communication network for providers who make up the Community of Care Team. This team will include but is not limited to, the Local Health Departments, Behavioral Health Providers (Community Mental Health Centers), Federally Qualified Health Centers, Case Managers, Social Workers, etc. The key purpose of this communication network is to improve care coordination for the super-utilizer patient.

KHIE will generate clinical alerts produced from admit/discharge/transfer (ADT) feeds, and deliver those alerts strategically to providers participating in the initiative via Direct, a secure clinical messaging system that is a standards-based way to send authenticated, encrypted health information directly to known and trusted recipients over a Health Internet Service Provider (HISP).

KHIE will also provision the use of its Community Record for utilization and access to the Health Information Exchange. This will allow authorized users access to a more comprehensive medical record to facilitate improved care coordination. KHIE will also generate claims-based alerts for key diagnoses, treatments and frequency – which will identify and target super utilizers across the 16 pilot designated hospitals across the Commonwealth. (see Map 1-1, *Phase I Participating Facilities*). Using the Kentucky Health Information Exchange (KHIE), these patients' records will be flagged as a 'super-utilizer' in the KHIE Community Record. This activity will subsequently and over time impact the unnecessary and unsustainable high usage of ER visits, and aim to reduce overall healthcare costs, improve health outcomes, and enhance community care efforts.

The following paragraphs aim to provide guidance for the Community Care Team, while expanding on some of the major steps toward the full implementation of this initiative.

COMMUNITY CARE TEAM:

The Community Care Team is the group of collaborators/providers who work closely to coordinate an individual's care within the community and provide diverse services to accomplish this. Most communities may already have a team or consortium developed to address the issues

of 'super-utilizer' patients; however it will be important to evaluate the current group to assure all necessary services are covered. The local health department should be included, as well as local behavioral health providers (community mental health centers) as both are excellent sources of information regarding community resources and services. KHIE will work closely with the Community Care Team to secure a Participation Agreement (Data-Sharing Agreement) with each provider on the team who has not yet engaged with the health information exchange. In addition, in order to participate with Direct secure clinical messaging, the Community Care Team providers must sign the Direct addendum in order to commence participation in the KY ER *SMART* initiative.
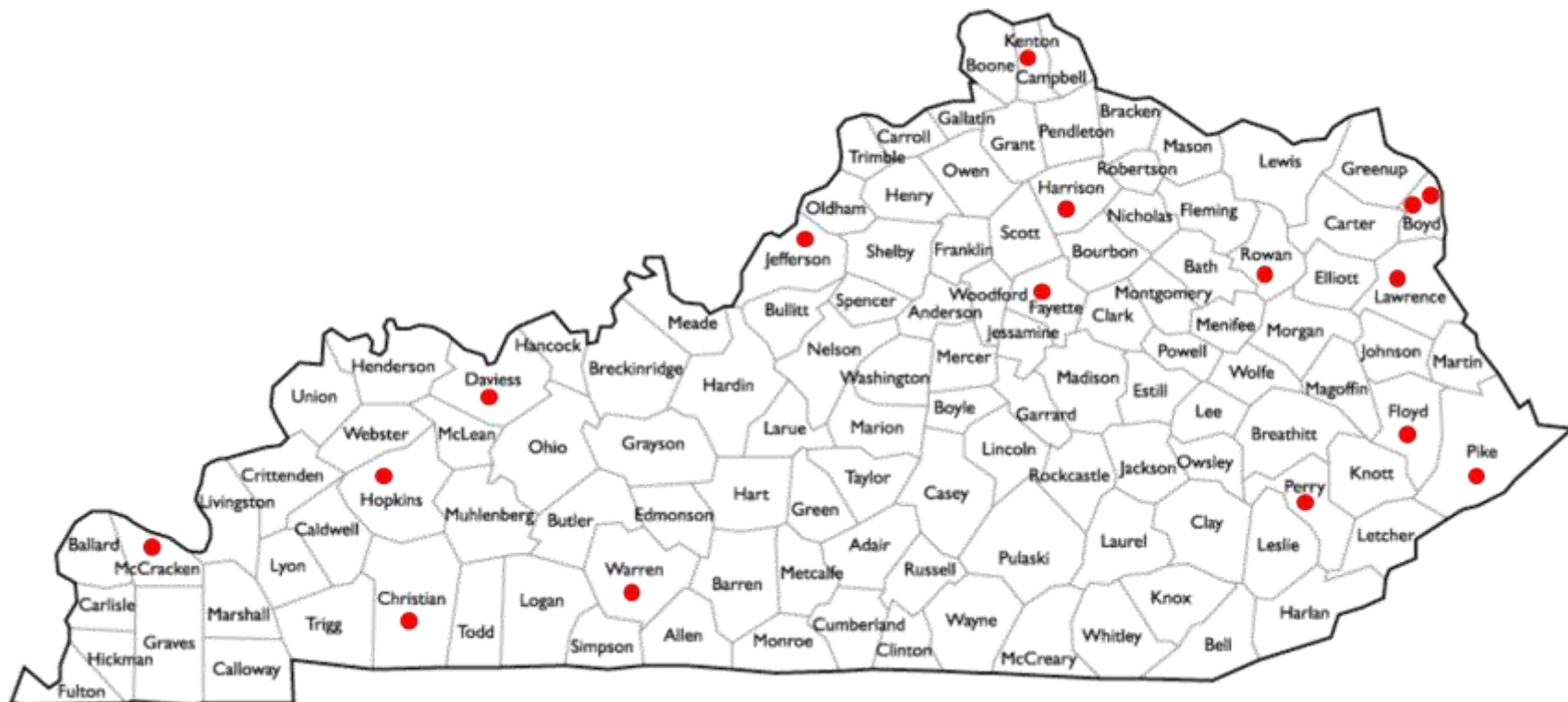
The KHIE Outreach Coordinators, situated across five regions in the state of Kentucky, will join the Community Care Teams in their regions to coordinate and facilitate the use of KHIE. Each participating provider who has not yet engaged with KHIE will be 'on-boarded' to the exchange, which could include connectivity to their EHR as well as being provisioned for Direct secure clinical messaging (secure email). Direct secure messaging will be provided to members of the Community Care Team, as appropriate.

The Direct Coordinator at KHIE will work with a designated Direct contact at the Team, to gather the referral patterns of the healthcare organizations' providers to determine where exchange of patient information needs to occur. Additionally, a *Trusted Agent* will be identified, and will have the responsibility of determining the staff that will require email account access, and will verify the identity of the users at their organization requesting a Direct email address.

The technical team in coordination with the Direct Coordinator at KHIE will begin the process of generating Direct email accounts for new users. Once the accounts have been successfully generated and tested, the KHIE team will provide the Team with on and off-site training for Direct Secure Clinical Messaging.

The KHIE Community Record Trainer will work with a designated contact or super-user on the Team to identify potential users and develop a training plan. On and off-site training will be provided and webinars may be utilized as well.

Hospital Name
Baptist Health Madisonville (Trover)
Harrison Memorial Hospital
Hazard ARH Regional Medical Center
Highlands Regional Medical Center
Jennie Stuart Medical Center
King's Daughters Medical Center
Lourdes Hospital
Our Lady of Bellefonte Hospital
Owensboro Medical Health System Hospital
St. Claire Regional Medical Center
St. Elizabeth Healthcare
The Medical Center at Bowling Green
Three Rivers Medical Center
University of Kentucky
University of Louisville
University of Pikeville

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Map 1-1: Phase I Participating Facilities